

**Memorandum Order
No. 98 - 14
September 02, 1998**

**SUBJECT : Establishment of the Environment
Reaction Assistance Post (ERAP
24) in the DENR Central Office.**

In the interest of the service and to improve services to the public, an **Environmental Reaction Assistance Post** is hereby established within the DENR Central Office.

For the purpose of organization/operation, the Post shall be guided by the following:

I. MISSION: The Post shall offer services to the public with the highest degree of moral responsibility, integrity, loyalty, patriotism, justice and efficiency. It shall provide the public with prompt, courteous and effective service 24-hours daily, 7-days a week.

II. ORGANIZATION/STAFFING

1. The Post shall operationally be attached to the Special Concerns Office (SCO) and shall directly report to the Director.
2. The Post shall be composed of personnel to be reassigned and designated by the Secretary.
3. The Post shall be supervised by a Coordinator to be assisted by desk officers.

4. Focal/contact persons for each bureau, service, office/division/project shall be designated by his/her respective Heads of Offices for monitoring and coordination purposes.

III. OPERATIONAL PLAN

1. Reassigned personnel shall hold office at the SCO and shall be required to man the front desk daily on rotation basis.
2. The Post shall operate on 24-hour basis. Rotation of personnel shall be on three (3) shifts, 8-hours each shift.
3. Daily reports shall be submitted, after each shift, to the Director, SCO copy furnished the Office of the Secretary (OSEC).
4. The Post shall be rendering public assistance starting at 6:00 A.M. daily.
5. The personnel reassigned with the unit are mandated to observe strictly the aforementioned mission and to serve the public with utmost courtesy.

IV. THE POST

1. The Post shall be located at the first floor lobby in the main building. The same shall serve as processing and clearing area to facilitate effective delivery of services to the DENR clientele/visitors.
2. The lobby shall be provided with visitor's waiting area, chairs, waiting benches, exhibits/organizational chart, floor directory, reading materials.

The Post is hereby authorized to seek assistance to any official/personnel of the DENR and to avail of any supplies,

equipment/facilities thereof necessary for the expeditious delivery of public service.

This Order shall take effect immediately and shall revoke all orders/issuances inconsistent herewith.

(Sgd.) ANTONIO H. CERILLES
Secretary